

STATE OF CALIFORNIA

KATHLEEN CONNELL,  
CONTROLLER OF CALIFORNIA

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OFFICE OF STATE CONTROLLER  
PERSONNEL/PAYROLL SERVICES DIVISION  
300-Capitol Mall  
P.O. Box 942850  
Sacramento, CA 94250-5878

Date: September 25, 2002

LEAVE ACCOUNTING LETTER # 02-022

To: All Agencies/Campuses in the California Leave Accounting System  
(CLAS)

From: RON HUTCHESON, Manager  
Customer Support Section

Re: 2002 CLAS CUSTOMER SATISFACTION SURVEY

This is to inform you that on October 1, 2002, a Personnel/Payroll Services Division 2002 Customer Satisfaction Survey will be distributed to departments/campuses. This survey will focus on how well the CLAS is satisfying your department's/campus' CLAS customer needs in specific areas of Program Performance, Professionalism, Communication, and Training.

The last CLAS Customer Satisfaction Survey was conducted in October 2000. This year's survey contains many of the same questions used in 2000 to provide for a comparison between both surveys. Also, this survey will allow customers to rank their top three proposed CLAS enhancements. Those enhancements made since 2000 include:

- Implementation of the CLAS Web Site.
- VA/SL transfer to AL and AL transfer to VA/SL are now totally automated and CLAS will maintain history screens for both benefits for five years (Civil Service only).
- New transaction code (72) to track SL usage under AB109 (Civil Service only).
- New transaction code (FM) to deduct FMLA usage from leave benefits.

This year's survey will be sent to Civil Service Transactions Supervisors and California State University Payroll Managers. By completing the survey and providing your department's/campus' comments and suggestions, you will help guide us to those areas where we can enhance our customer service level.

We are requesting that the surveys be returned no later than October 11, 2002.

Your time and effort in completing this survey will be greatly appreciated. Please remember that our focus is on you, our customer, and your response is extremely valuable to us. If you have any questions, please contact the CLAS Liaison at (916) 327-0756 or via e-mail at PPSD CLAS@sco.ca.gov.

RH:lm